



CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD

JOB OPPORTUNITY

Date Posted:

November 22, 2011

Position Action #:

1112-125G7

Position:

Systems Software Specialist II (Supervisory)

Tenure, Time Base:

Permanent, Full Time

Salary Range:

\$5839 - \$7453

Contact:

Rafael Placencia (916) 274-0686

Location:

CUIAB, Information Technology
2400 Venture Oaks Way, Suite 400
Sacramento, CA 95833

Final Filing Date:

December 14, 2011

A Freeze Exemption has been approved for this position.

POSITION DESCRIPTION:

Under the general direction of the Chief Information Officer, the Systems Software Specialist II (Supervisor) is responsible for supervising staff in the department's Operation/Client Services section consisting of Helpdesk, Southern California Support, IT Asset Management and IT Procurement. The incumbent must have an expert level working knowledge and understanding of the most complex desktop hardware and software. This position requires the incumbent to possess excellent technical, analytical and communication skills.

This position is headquartered in Sacramento.

FUNCTIONS:

- Provides direction and supervision for the CUIAB Helpdesk staff that are responsible for providing support of the Department's desktop computers, and connectivity to Wide Area Network (WAN) and Local Area Network (LAN). As the high-level expert, develop and implement operational policies, standards, and procedures to support the complex CUIAB desktop operations and programs to assure maximum reliability.
- Develops, implements, monitors and maintains the CUIAB Service Requests and Incident Reports. Identify and analyze desktop problems in order to determine problem resolution and/or to direct the issue to the proper IT Unit.
- Records all data necessary on "problem/status" in tracking system and documents any information needed to resolve possible reoccurring issues in the future.
- Provides direction and supervision for IT Asset Management staff in the development and implementation of the web based asset tracking application system. Develops and implements operational policies, standards, and procedures to support the Asset Tracking programs.
- Provides all supervisory activities including but not limited to EEO objectives, employee performance, training, mentoring, and corrective and disciplinary action. Provide a key role in the development and mentoring of staff in the area of Networks, Servers, and Telecommunications.
- Provides direction and supervision for staff performing IT Procurement in conjunction with State purchasing requirements.
- Provides leadership, motivation, and guidance for staff to sustain high performance.
- Recruit, hires, trains, and manage staff resources to provide the information technology solutions and services.
- Responsible for organization development. Establish work performance criteria, assess staff performance and take corrective action as necessary.
- Ensures that organizational policies, procedures and guidelines are developed and followed.
- Develops and maintains a close liaison with operating divisions and external clients on technical matters and problem resolution status, and provide support to various information technology vendors and organizations.

- Responsible for writing status reports, project plans, and reviews project documentation produced by staff members.
- Provide briefings to management or others on issues relating to network and systems operations and personal computers services.
- Research and recommends to Management new technologies that may benefits the department's Operation/Client Services efforts.

WHO SHOULD APPLY:

- Individuals who are currently in this classification, or are eligible for lateral transfer or promotion, or are reachable on a current employment list, or former state employees with reinstatement eligibility. SROA/SURPLUS candidates will be given priority.
- SROA and surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Submit a Std. 678 State Application to:

CUIAB, Administrative Services/Personnel Section

ATTN: Srey Touch, Personnel Technician

2400 Venture Oaks Way, Suite 400

Sacramento, CA 95833

PLEASE NOTE:

- **Please write Position Action # "1112-125G7" on your application and indicate the basis of your eligibility in the job title section. Candidates whose eligibility is based on an employment list should submit a copy of their examination results. Applications without this information may be rejected.**